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CENTRAL FAX CENTER****JUL 01 2009**WELLA 204 US (10207602)**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Patent Application of:

Karl-Heinz Pitsch

Confirmation No.: 3076

Application No.: 10/647,980

Group Art Unit: 3267

Filed: August 26, 2003

Examiner: Paul Danneman

For: CLIENT RELATIONSHIP MANAGEMENT  
AND PRODUCT DISTRIBUTION  
SYSTEM AND METHOD

**PRELIMINARY AMENDMENT ACCOMPANYING  
REQUEST FOR EXAMINATION (RCE)**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

This is in response to the Final Office Action dated April 1, 2009 and the Advisory  
Action dated June 11, 2009. Please amend the application as follows:

**Amendments to the Claims** begin on page 2 of this paper.

**Remarks/Arguments** begin on page 14 of this paper.